

## Coins

# *Caution signs line the mail-order path*

By Roger Boye

HERE IS the answer to a reader's question about ordering coins from dealers:

● Q.—Recently I purchased a copy of *Coin World* and have decided to order some Roosevelt dimes from a dealer who advertised in the newspaper. I've never ordered coins thru the mail before. What are the problems involved?—M. G., Chicago Heights.

A.—The vast majority of dealers who advertise in numismatic periodicals are good businessmen, and most orders are filled to the buyer's complete satisfaction.

But problems sometimes occur. The most common collector complaint is receiving misgraded coins. If you are paying for a very fine 1949-S Roosevelt dime, you don't want one that is in just fine condition.

Most collectors are careful to order from dealers who state in the advertisement that the collector may return the order for a refund if not satisfied.

Another collector gripe is the long delay before receiving the ordered coins. This is sometimes the result of a dealer being swamped with orders of being temporarily out of the item ordered.

If the coins haven't arrived after three weeks, the collector should write the dealer and send a copy of this letter to the periodical. The advertising staff of the numismatic periodical usually will write the dealer in your behalf.

Perhaps your order was misfiled or never received. But whatever the problem, it is usually quickly resolved with the followup letter.

Other tips on mail orders are provided by Jim Fulton, advertising manager of *World Coin News*:

"[Have a] legible and proper address, both yours and the dealer's. Enclose the

proper amount in the form of postal or bank money order or a certified [cashier's check, along with a little postage and insurance money. [Personal checks are accepted, but may delay the order while the check clears.]

"When a dealer does not specifically ask for postage, it is usually appreciated when customers extend some help along this line. Of course, it is not required.

"Make a note of the order after it has been double checked for clarity. Drop the order in the mailbox or in the nearest main Post Office [it saves time]. Then sit back, relax, and be patient."